

CATEGORY: EMPLOYEES	DATE ISSUED: 07-96 REVISED: 10-1-2023	EFFECTIVE DATE 10-1-2023	POLICY NO: E-7
TITLE: CALL BACK STATUS			PAGE 1 OF 2

Fleet Services provides 24-hour, 7 days a week roadside assistance coverage of all our vehicles. Through an 800 number, our customers can receive roadside service or assistance within 1 hour. To accomplish this after normal business hours, one Field Supervisor and two Fleet Technicians are placed in "stand by" status from 5:00 PM to 7:30 AM of the following day, Monday through Thursday, and then 5:00 PM Friday until 7:30 AM Monday. State Holidays will be considered "after normal business hours." Employees in "stand by" status are expected to respond to any call and correct the situation, provide alternate transportation, or take the affected customer to their destination.

1. All Field Supervisors and Fleet Technicians will be placed on stand-by status for two-week intervals, rotating turns based on the number of full-time staff employed at the time of scheduling. Field Supervisors will be in a two-week on, six-week off rotation based upon the four filled positions. Fleet Technicians will be on for two weeks, from pay-day Friday at 5:00 PM to the following pay-day Friday at 7:30 AM and off the appropriate number of weeks based on the number of Fleet Technicians employed in the area they cover. This duty status is not optional, and each employee must take their turn in the rotation. Unless prior arrangements are made with management, there is no backup to the on-call status of employees. Should a crisis arise that would prevent response to a call, and the employee cannot reach a member of management, they will be expected to arrange with a fellow employee to cover the time. This change will be reported to management the next business day.
2. Fleet staff should avoid scheduling annual leave during their stand-by rotation.
3. Fleet Technicians, while on call, are required to commute in a Fleet Emergency Response truck decal with "State Vehicle Assistance" and equipped with tools, emergency warning lights, spare tires, an air compressor, and associated equipment. The Fleet Administrator must approve any exception to this requirement.
4. The assigned Fleet Technician will receive the call for assistance from the 800 telephone and be expected to answer immediately. Based on the situation and location, the Fleet Technician will respond or contact the appropriate Fleet Technician to respond. Two Fleet Technicians will always be on standby status: one for Smyrna North and one for Smyrna South. Field Supervisors will act as a supplemental resource and may be contacted for guidance or additional assistance. If the Field Supervisor leaves their home to support an assistance call, they will be eligible for callback pay.
5. Fleet Technicians who receive a callback that is eligible for callback pay must complete and submit a callback slip immediately via the mobile-friendly online application. Callback slips will be submitted to the Fleet Technicians immediate supervisor with a copy to the on-call supervisor or approved delegates for approval. Callback slips must include the caller's name, caller's phone number, license plate # of the vehicle requiring the callback, and the reason for the callback. The Fleet Supervisor will verify the callback for eligibility and either

approve or disapprove the callback submission. Approved slips will be forwarded to the OMB_GSS_Leave email box, with a CC to the Fleet and Deputy Fleet Administrator(s), Fleet Technician's immediate Supervisor, and a copy to the employee. Fleet Supervisors who respond to a callback will forward their slip to the Fleet Administrator for eligibility, who will either approve or disapprove the call-back submission.

6. Employees will be compensated congruent with the rules of the State Merit system.
7. Fleet Technicians, in addition to completing a call back slip, are required to create a work order in the Fleet Focus system with Fleet Services as the vendor, Breakdown as the repair reason, Fleet Staff Small Repair as the repair site, Road Call as the work class, and using the Notes section explain the concern that prompted the call and the resolution. Fleet Supervisors who respond to a callback will coordinate with the on-call Fleet Technician to ensure a work order is created.
8. All employees will be required to carry and maintain a cell phone 24/7 during the period of stand-by duty status.
9. Fleet Technicians on stand-by must remain in the area they are assigned for the duration of active status. This ensures that agency drivers receive assistance within 1 hour of their call.
10. Stand-by status Field Supervisors must remain within the State during the duration of the active status.
11. Employees on active stand-by status will not consume alcoholic beverages, prescriptions, or any other substance that could impair them driving and attending to the needs of a roadside assistance event. If required to take prescriptions that impair functions, the employee will advise their supervisor to arrange for a replacement. Violation(s) of this policy will be ground(s) for immediate disciplinary action up to and including termination.
12. Failure to respond to a call for any reason will be grounds for immediate disciplinary action, including termination.
13. In the event of concurrent calls for service, the designated Fleet Technician will determine the response order or have a Fleet Technician from another area or Fleet Supervisor also respond.
14. All Fleet employees are classified as "report when called" and will respond when contacted, at any time deemed necessary, regardless of standby status.
15. This policy can be amended to meet the operational needs of Fleet Services at any time. In all cases, the Fleet Administrator will be the final authority on issues related to the administration of this policy.